LIBRARY PLAN OF SERVICE

EXECUTIVE SUMMARY

The Plan of Service is intended to guide new library construction and services for the next several years. After the new library has been operating for five years, the Plan will be re-evaluated with the understanding that any services directed to K-12 students will be maintained for at least the twenty year life of the Joint Use Cooperative Agreement.

The Plan of Service increases library employees by a modest 50%, not only to staff the much larger facility, but also to engage in outreach activities with the school districts and other community agencies. Although our library already recruits some seventy volunteers to assist with materials processing and repair, the new library will require the services of many more volunteers with specialized expertise to assist with new activities such as computer related classes, homework tutoring, and special programming for the Career Center.

Space needed by community agencies to conduct classes and trainings as well as space for the high school district to conduct remedial math and English classes is clearly expressed by participants in our Needs Assessment. Accordingly, the Plan of Service includes two classrooms primarily for district use but also for use by the library to conduct "library competency" classes (another need identified in the Needs Assessment), and for use by other community agencies. The lack of room for group study or individual tutoring sessions (as is needed by the Central Coast Literacy Project, for example) has led us to include six small study rooms available for reservation by groups of students or community agencies. A multipurpose room with kitchenette is included in our Plan of Service. Although we have had numerous requests for community use of a large room, no such room is available now. The multipurpose room will be designed so that it can be used when the library itself is closed to the public.

The Needs Assessment indicates a requirement for many more public access computers in the library. Technology stations are therefore being planned to serve a variety of functions from general entertainment internet use in a Computer Center, to specialized educational software and subscription databases available on computers in the Homework Center, to word processing software, job related web, and internet subscription databases of interest to college bound students in the Career Center, to general research internet computers in the adult and children's reference areas, to email express stations located throughout the library.

The Homework and Career Centers were selected as new services for the new library, because Needs Assessment findings indicate a service gap for school children whose own libraries close after school ends. A similar gap also exists for customers of other agencies offering job training since these programs are only available until 5:00 P.M. on weekdays. The library can assist job seekers during week day evenings and day on Saturdays. Children's room staff and the Young Adult Librarian will work with the school districts in selecting curriculum related materials for the Homework Center, and the Librarian II will work with outside agencies to develop the Career Center collection and services.

Results of the Needs Assessment have also made apparent that while Santa Maria is a rapidly growing community relative to the County as a whole, its economy is still largely agrarian. This type of economy in turn attracts Hispanic agricultural workers whose first language is Spanish. These workers have helped produce a population that is 59.7% Hispanic. Surveyed Spanish speaking parents of elementary school children show that there is a great need for more materials of all types in Spanish. The Plan of Service hopes to meet this need by incorporating Spanish materials in many of the library's programs from computer browsers and software to Spanish language videos, DVDs and CDs to increased space for Spanish language books.

As elementary school aged Hispanic students will soon become teenagers, the library must make a concerted effort to address the needs of this age group. Services targeted towards teenagers has not been a priority in the past. The Plan of Service includes a "Teen Zone" with a part time bilingual librarian to assist the library's current teen clients as well as tomorrow's teenagers. Volunteers will be recruited from this group to assist with staffing the Computer, Homework, and Career Centers. They will also be involved with planning the "Teen Zone" services.

The Needs Assessment determined that Hispanic parents want to become more involved with library programming for their children. The Plan of Service will therefore actively recruit these parents to assist with story times, author visits, and Homework Center activities. Classes will be offered to help tutor parents themselves in the basics of math and other subjects taught in the schools so they can more effectively assist their own children with homework.

The disabled community has expressed a need for accessible technology and special software. The library plans to form an advisory committee of representatives from these groups to help with selecting software and equipment to meet their needs. Comments made by focus groups of disabled persons will allow us to design in services beyond those required by ADA regulations. For example, an "attendant" bathroom will be included in addition to the disabled stalls in the main bathrooms.

A Children's Theatre is included in the Plan of Service so the very popular children's story hours, reader's theater, puppet shows and author visits can be continued and expanded. Collaborative efforts will be made with the high school district to involve their drama students in these programs.

Plan of Service programs are interdependent. The intention is to foster cooperation and collaboration both among different types of staff within the library and between staff and other community agencies. The new library will thus become a true community center where citizens can meet, agencies can expand their services, and individuals and families can obtain information, borrow leisure materials, and engage in learning activities. The library will become the anchor for the new Civic Center, helping to insure the vitality of our community's downtown.

Library Mission Statement:

The Santa Maria Public Library provides materials and services to help community residents obtain information meeting their personal, educational, and professional needs.

The Library serves as a learning and educational center for all residents of the community.

The Library features current, high demand, high interest materials in a variety of formats for persons of all ages in both Spanish and English.

Special emphasis is placed on stimulating young children's interests and appreciation for reading and learning.

Goals and Objectives:

ROLE: 1. **The library promotes information and self education for Santa Maria residents of all ages in a disabled accessible building**
The Needs Assessment showed a desire for more "research" materials in both English and Spanish in all formats. There was a clear preference for more Internet accessible computers. Most participants thought a disabled accessible building was "very important" or "important".

GOAL: 1a. Provide high quality reference services to the public
OBJECTIVES:
1a.i. hire additional 40 hour reference librarian to give personalized reference service to the public
1a.ii. increase the purchase of reference books and electronic resources by 50% over a 5 year period to support a larger reference area

SERVICE INDICATORS:
1a.A.   number of reference questions answered
1a.A1. user fill rate for reference requests
1a.B.   usage counts from electronic resources

GOAL: *1b.* *Purchase non fiction books and materials in English and Spanish for independent learning*

OBJECTIVES:

1b.i.   increase size of juvenile English and Spanish nonfiction collection by 15% per year.

1b.ii.   increase adult non fiction by 10% per year balancing the level of community interest with basic collection development practices

1b.iii.   increase Spanish non fiction book collection by 20% per year to emphasize literature, mathematics, science, philosophy, and do-it-yourself titles adapting purchases to changing community demand

1b.iv.   increase CD-ROMs, videos, and cassettes by 20% per year for juvenile and adult learning; especially for learning English e.g. "Ingles sin Barreras"

1b.v.   relocate the more than 5,500 books now in storage into the main public nonfiction room of new library

SERVICE INDICATORS:

1b.A.   circulation of English and Spanish nonfiction books

1b.B.   circulation of videos and cassettes, and usage statistics from CD-ROMs

1b.C.   count of materials used in library

GOAL: *1c.* *Offer access to computer subscription databases and internet*

OBJECTIVES:

1c.i.   increase the number of database subscriptions by 100% over 5 years

1c.ii.   increase the number of internet research computers in the reference department by 50% and the number in the children's room by 100% upon opening of new library

SERVICE INDICATORS:

1c.A.   usage statistics on database and internet use

1c.B.   feedback from reference staff on applicability of electronic resources for answering questions

GOAL: *1d.* *Design a disabled accessible building*

OBJECTIVES:

1d.i.   use ADA guidelines in building design

1d.i.a.   exceed ADA requirements in number of reader and technology stations

1d.ii.   purchase computers with large print screens and accessible workstations upon opening of new library

1d.iii.   investigate new technologies for services to the disabled

1d.iv.   include technologies to make all program and training accessible with portable listening technology

1d.v.   form a committee comprised of library staff and members of the disabled community to discuss new services for the physically, visually, and

audibly impaired as suggested by focus group participants *before* construction of new library

SERVICE INDICATORS:
1d.A. usage statistics on large print PC's
1d.B. track comments made by disabled public concerning efficacy of building features
1d.C. track comments made by disabled public concerning library services
1d.E. maintain contact and encourage input from disabled community

ROLE: **2.** **The library collaborates with community agencies and organizations which provide needed educational, personal growth, or job related services to the public.**
Surveys, discussions, and focus groups indicated a strong need for the library to serve as a community center. Classroom space to be used by area agencies to continue their training, teaching, and workshops beyond regular working hours was one such request. There is also a desire for the library to sponsor classes in library research, beginning computer instruction, parenting, and instruction for parents on how to help their children with homework. Many comments reflected the need for a larger space to hold other community events so a multi-purpose room is needed in addition to the more structured classroom space. Responses on the surveys and the fact that libraries in the elementary school district are not open after school all point to a need for a homework center as a way to help schools and their students. The existing library has no group study space for students, which often leads students to use "quiet" areas of the library to work together so space is needed to support that need as well. The local agency providing career training only operates during business hours so a career center is needed to serve the public after hours. Several survey comments indicated a need for art exhibit space. The local genealogical society said a donation of their collection could be possible if space to house it was made available by the library.

GOAL: 2a. Encourage community agencies and the school districts to use the library as a venue to further their educational goals. Priority on use would be given to the Santa Maria Joint Union High School District.
OBJECTIVES:
2a.i. provide at least two rooms in the new facility to be used for library, community agency, and school district use
2a.i.i. provide space for Central Coast Literacy Project space to train tutors
2a.iii. offer library usage classes
2a.iv. offer library sponsored computer literacy classes taught by staff and by volunteers working in the computer field
2a.v. provide SMJHS district space to hold small remedial classes (under 20 students)
2a.vi. provide Santa Maria Valley Genealogy Society space to train members

2a.vii. provide Women's Economic Venture space to offer some of their classes
2a.viii. provide Workforce Resource Center space to hold classes after normal working hours
2a.ix.   offer library sponsored classes on parenting taught by area agencies
2a.x.   offer classes to parents on assisting children with homework taught by retired school teachers

SERVICE INDICATORS:
2a.A.   count number of classes offered per month
2a.B.   count number attending each class
2a.C.   track requests for new classes
2a.D.   track level of participation by community agencies
2a.E.   track library use and patron registration of individuals who initially use the library for other purposes

GOAL: 2b. Provide private space for group study.
   OBJECTIVES:
   2b.i.   include at least six study rooms in the new facility
   2b.ii.   develop reservation policy by opening of new library
   2b. iii. encourage use by students working on projects together through publicity in area schools
   2b. iv. provide literacy tutors space to work with their students

   SERVICE INDICATORS:
   2b.A.   count number of reservations for each room

GOAL: 2c. Provide space for special community programs
   OBJECTIVES:
   2c.i.   include a multi purpose room in the new facility
   2c.ii.   offer library sponsored programming including book discussion groups (specifically requested in Needs Assessment) such as the "One Book" promotion where everyone in the City is encouraged to read and discuss a particular title
   2c.iii. develop library sponsored programs with Spanish language authors (specifically requested in Needs Assessment)
   2c.iv.   offer room to other community groups
   2c.v.   offer room to City public meetings

   SERVICE INDICATORS:
   2c.A.   number of reservations
   2c.B.   number in attendance at each use

***GOAL:** 2d.* *Support school districts' effort to ensure student ability to complete homework*

OBJECTIVES:

2d.i. create room for a homework center in the new facility

2d.ii. build a glass enclosed room of about 1,200 sq. ft. total with sliding walls adjoining a computer and career center to permit flexible space when special programming is needed.

2d.iii. include at least 10 to 15 computers, dedicating 5 to educational software in Spanish and English, 5 for word processing, and 4 for accessing homework type web sites such as Electric Library

2d.iv. include curriculum materials in English and Spanish

2d.v. recruit bilingual volunteers (parents and senior citizens) to assist students in the afternoons, Saturdays, and evenings

2d.vi. assign 40 hour librarian (20 hours young adult, 20 hours children's) to work with schools to be informed of planned units, and supply center with support materials to support those study topics

SERVICE INDICATORS:

2d.A. usage counts on each PC

2d.B. count number of volunteer hours logged

2d.C.   track librarian's monthly reports on progress made with school contacts

***GOAL:** 2e.* *Support community agencies devoted to job training and individuals searching for jobs and higher education opportunities*

OBJECTIVES:

2e.i. provide room for a career center in the new library

2e.ii. construct a flexible glassed in space adjacent to homework and   computer centers

2e. iii. work with schools to offer a "speak to a counselor" day at least once a year

2e. iv. work with Workforce Resource Center to acquire recommended resources of interest to job seekers.

2e.v. promote an annual job fair

2e.vi. move college/career book collection to this space

2e.vii. provide 2 video stations to view films on interviewing

2e.viii. provide 4 technology stations for accessing job and college web sites

2e.ix. provide 3 PC's with word processing to type resumes

SERVICE INDICATORS:

2e.A. usage counts on PC's

2e.B. circulation counts of career materials

2e.C. count number in attendance during "counselor" and "job fair" days

GOAL: 2f. *Serve as a place for exhibits of locally produced art*
OBJECTIVES:
2f.i. install gallery where rotating art exhibits produced by the community can be shown
2f.i. contact area art organizations to schedule exhibitions
2f.ii. recruit artists from the Hispanic community to show their art
2f.iii. recruit artists from other minority communities to show their art
2f.iv. work with the schools to have art contests

SERVICE INDICATORS:
2f.A. count number of exhibits per year
2f. B. analyze written comments by public on exhibits
2f. C. find level of participation by various ethnic groups and schools in the community

GOAL: 2g. *Expand the space needed for the genealogy collection*
OBJECTIVES:
2g.i. negotiate with the Santa Maria Valley Genealogy Society to donate their collection to the library.
2g.ii. double the number of tables and "privacy" stations for genealogy research.

SERVICE INDICATORS:
2g.A. count number of items left on tables in genealogy room
2g.B. count number of persons using room per week
2g.C. track increase in number of interlibrary loans
2g.D. count number of Genealogy Society items added to the collection

ROLE: 3. **The library provides current, high demand, high interest materials in multiple formats for all ages in both Spanish and English**
The provision of leisure materials including books, videos, DVDs, books on tape, CDs and magazines were rated as "very important" services among senior citizens and the general public. Most groups surveyed considered it "very important" that these services also be offered in Spanish. Spanish speaking parents, high school students, and most other groups indicated a need for more services directed toward teenagers. Several survey comments were made asking for Spanish speaking staff. While most of our clerical staff speak Spanish, our librarian staff does not. A stronger effort will be made to recruit Spanish speaking librarians. All those surveyed commented that more Internet accessible computers were needed. The Needs Assessment as well as our own analysis of circulation statistics is clearly indicating that the library should begin to re-allocate its materials funds now, away from nonfiction and towards fiction and audio-visual materials in two languages. Staff considers the major increase in Internet use to be an important contributor to the decrease seen in nonfiction book circulation.

GOAL: *3a. Expand English and Spanish video, DVD, books on tape/CD, and CD music collections*

OBJECTIVES:

3a.i.　create room to house at least 15 CD cabinets to hold 15,000-20,000 CD's by both Spanish and English artists within 5 years of new building's life.

3a.ii.　make room for display cards for the same amount of CDs

3a.iii.　create room to increase Spanish videos and DVD's by 100% upon opening new library

3a.iv.　create room to increase English videos and DVD's by 50% upon opening new library

3a.v.　add enough shelving in the circulation workroom to house 6,000 rental videos and DVDs upon opening new library

3a.vi.　add shelving in children's room to accommodate 100% more Spanish and 50% more English language videos and DVD's upon opening new library

3a.vii.　add shelving in popular library to house 10,000 books on audio cassette and CD within the first 5 years of new library

SERVICE INDICATORS:

3a.A.　circulation counts for these items

3a. B.　count number of reserves for these item types

3a.C.　consider suggestions for purchase by the public

GOAL: *3b. Maintain English non fiction, expand Spanish nonfiction, and expand English and Spanish fiction collections*

OBJECTIVES:

3b.i.　increase the number of new English fiction titles by 50% by opening of new library; maintain purchase of new English non-fiction titles as interest demands

3b.ii.　double the number of Spanish fiction titles, and order 50% more subscriptions to fotonovelas by new library opening

3b.iii.　increase purchase of popular nonfiction titles in Spanish to 5000 by new library opening

SERVICE INDICATORS:

3b.A.　circulation counts for these items

3b.B.　requests for purchase by English speaking and Spanish speaking communities.

3b.C.　count number of reserves for these types of items

GOAL: *3c. Satisfy public's need for more internet enabled PCs used for recreational purposes*

OBJECTIVES:

 3c.i.　create a computer center where chat, email, and general interest internet searching can take place

3c.ii.　recruit volunteers to assist patrons with internet/email account usage

3c.iii. develop guidelines for reservations of computers

3c.iv. develop guidelines for referring patrons to reference department for assistance on difficult searches

3c.v. provide at least 22 PC's for general internet searching, email, and chat

3c.vi. allocate some computers to browsers, keyboards, and software in Spanish

SERVICE INDICATORS:

3c.A. analyze computer usage statistics

3c.B. review reservation lists

3c.C. consider patron suggestions for improvements

GOAL: 3d. Create a special space for teenagers with books, magazines, CD's, and a listening center for leisure use

OBJECTIVES:

3d.i. hire a 20 hour bi-lingual librarian to provide services to teenagers (40 hours position to be split between young adult and children)

3d.ii. move young adult collection and teen oriented magazines currently in children's room to this area

3d.iii purchase multiple copies of CDs popular with teens to house in this area as well as in regular CD area

3d.iv. work with City's youth center staff to determine cooperative programming efforts

3d.v. purchase comfortable but sturdy furniture to serve this clientele

3d.vi. emphasize the purchase of paperbacks and magazines of interest to teens for this area

3d.vii. expand the current young adult volunteer group which only works during the summer to a year round volunteer group

SERVICE INDICATORS:

3d.A. count circulation of items in this collection to compare with past years

3d.B. do periodic random counts of young adults using this area

3d.C. assess cooperative programming events

3d.D. count number of young adult volunteers during the year

<u>ROLE: 4.</u> **The library helps to stimulate young children's interest and appreciation for reading/learning**

School district figures showing that 53% of Santa Maria's elementary school children have limited English proficiency confirm that the library must continue its efforts to encourage reading and learning among young people. Demographics show that our city's children belong to families who cannot themselves afford to purchase computers and books for the enrichment of their children. Survey comments made by parents of elementary school children ask for more story times and books for young children. The Spanish speaking parents especially, want collections in Spanish so their children will remain literate in both languages.

GOAL: *4a. Increase the purchase of materials for children in English and Spanish*
OBJECTIVES:
4a.i.   include about 2,000 more sq. ft. in the children's room
4a.ii.   hire a 20 hour bi-lingual librarian to assist with juvenile patrons and their parents (40 hour position to be split between young adult and children)
4a.iii. purchase more cassette books especially in Spanish by 20% during the first year new library is open
4a.iv.   substantially increase the Spanish book collection to 5,000 volumes overall within first 5 years of new building
4a.v.   increase the number of bilingual parenting books to about 600; include about 100 videos for Spanish speaking parents to use with workbooks while taking parenting classes at the library upon opening of new library
4a.vi.   increase the number of English language children's books, especially for younger children, by 30% during the first two years in the new building

SERVICE INDICATORS:
4a.A.   circulation statistics for children's English and Spanish materials
4a.B.   consider patron requests for purchase
4a.C.   monitor reserve requests in specific subject areas

GOAL: *4b. Develop more children's programming.*
OBJECTIVES:
4b.i.   include children's theatre in new library
4b.ii.   offer programs by children's authors
4b.iii. offer puppet shows based on books
4b.iv.   offer story times for various ages including "lap sit", pre-school, and school age, story times in both English and Spanish
4b.v.   begin a Reader's Theater where participants "act" a play by reading parts of a script aloud rather than memorize them
4b.vi.   encourage Friends of the Library to continue practice of funding special programming for children in new library
4b.vii. give class tours in Spanish and English after an orientation in the theatre

SERVICE INDICATORS:
4b.A.   count number of programs offered each year in theatre
4b.B.   count number attending each event
4c.C.   consider parent/child requests for story time age levels
4c.D.   count number of school classes and children served per year

GOAL: *4c.   Recruit Spanish speaking parents to assist with storytimes, theatre shows, and homework*
OBJECTIVES:
4c.i.   place articles in Spanish language newspaper, announcements with radio station, and TV station, asking for parents to help in library children's room before moving to new facility

4c.ii. have library volunteer coordinator   search for bilingual parents to volunteer by speaking before parish council at St. John's Catholic Church, and train volunteers before new facility opens

4c.iii. create volunteer training and job duties manual for children's room use before new building opens

SERVICE INDICATORS:

4c.A. track where volunteers heard about program

4c.B. track number of parents who go through volunteer training

4c.C. compile comments made during volunteer staff meetings regarding suggestions for improving the program

4c.D. track number of times parents actually participate in story times, and theatre programs

DESCRIPTION OF TYPES OF NEW SERVICES TO BE OFFERED

The following services are ones that the library has always wanted to give to the community, but which we have been unable to offer because of restricted space. They are intentionally interdependent in order to maximize the use of space, and to encourage cooperative programming both from within the library and from within the community.

Classroom Space

Two rooms will be available to local agencies to continue their instructional programming after regular working hours. **Preference will be given to the Santa Maria Joint Union High School District which plans to conduct small group remedial math and English courses for students who have failed the state exit exam, and for those who have dropped out of high school but want to obtain their high school diploma.** Library staff will also offer classes in these rooms. An erasable white board, projection screen, and data projector will be available in the rooms.

Goal: The Library will offer classes of interest to the public as requested in Library Needs Assessment

    Examples:
- ➢ Basic Computer Skills
- ➢ Introduction to the Internet
- ➢ E-mail Basics
- ➢ Internet Search Tools
- ➢ Finding Information in the Library

Goal: The Library will offer other agencies space to hold trainings/classes as requested in the Needs Assessment

    Examples:
- ➢ The Workforce Resource Center can offer job finding classes after 5:00 P.M. and on Saturdays.
- ➢ The Genealogy Society can hold lectures for their members
- ➢ The Women's Economic Ventures (WEV) can schedule classes during the day or in the evenings
- ➢ Santa Maria Joint Union High School District can schedule classes 4 days a week for 10 to 15 students on math and English subjects
- ➢ The Central Coast Literacy Project can conduct tutor training classes
- ➢ Parenting classes can be taught by bi-lingual staff from the Santa Barbara County Children & Families Commission
- ➢ ESL classes will be taught by Central Coast Literacy Project
- ➢ Basic classes in math and English for parents taught by retired teachers from the Santa Maria-Bonita School District

Implementation:

Staffing—

➢ Librarian II will develop policies and procedures for the use of the classrooms.
➢ The Community Activities Coordinator under the supervision of the Librarian II will be responsible for scheduling classes, and finding volunteers to teach them as necessary
➢ Signups for Library sponsored classes will be taken via the Internet, by telephone, or in person at the Community Activities Coordinator's desk.
➢ The Community Activities Coordinator will be responsible for scheduling the Computer Center for any "hands on" classes to be held as part of the lecture classes.
➢ **Library staff will teach some library sponsored classes, and staff will work with Allan Hancock Community College to hold some of their "Spectrum" classes at the Library. (These are one or two session classes). Other classes will be taught by Hancock students as a practicum.**

Other Considerations—

➢ Friends of the Library will pay for teacher-experts when no qualified volunteers can be found
➢ Scripts for library sponsored classes will be developed so staff can cover appropriate material and meet goals in a consistent manner. PowerPoint presentations could be part of these scripts
➢ Handouts will be prepared in advance of library sponsored classes
➢ Programming will be posted on the City/library website
➢ Flyers will be made available throughout the library
➢ Publicity will be sent to Santa Maria Times
➢ Program attendance and participation for library sponsored classes will be monitored, evaluated, and changed along with changes in community needs and technology
➢ **Hours classrooms are available will match regular library hours i.e. M-Th 10:00-9:00; F, Sat 10:00-6:00. Classes at 9:00 A.M. might be made by special arrangement**

Benefit to K-12 Students:

➢ Forty-two percent of English speaking K-12 parents and 48% of Spanish speaking parents said they would visit the library with their families more if classes were offered in the library. Thirty-two percent of 10th graders agreed

> ➢ The types of classes most requested were library usage classes, basic computer classes, and internet searching
> ➢ Santa Maria Joint Union High School wants a space to hold their remedial classes, and will form a joint use agreement to offer them in the library
> ➢ **This service was included because it meets both the needs of students and the needs of the community in general as stated in the Needs Assessment**

Computer Center

A large space near the classrooms will be enclosed in glass to facilitate the monitoring of activities in the room. There will be a partition between this room and the homework center to make either room larger when necessary during special class presentations. The room will house 28 computers for recreational internet and word processing use. There will be a projection screen and data projector for use in training activities.

Goal: The public will be offered internet access to use for their recreational needs and word processors for general use
> ➢ Email, chat, and general internet use will be allowed on the machines
> ➢ Some workstations will be designed for disabled access
> ➢ Some workstations will use browsers and keyboards in Spanish
> ➢ Signs will be placed on each machine advising patrons that reference desk staff can assist them in finding information they could not find on the internet
> ➢ At least five computers will have Microsoft Office installed on them

Goal: The Computer Center will support classes held in the library as well as be designed for self instruction
> ➢ Handouts will be available in the room with websites for self paced internet tutorials such as those found on the Library of Congress site http://www.loc.gov/global/internet/training.html
> ➢ Classes held in the library which require hands on instruction will be scheduled to use the Computer Center
> ➢ Self instruction computer courses will be available in English and Spanish on five computers
> ➢ Literacy and ESL software will be available on five computers. Software can be found on the U.S. Department of Education's website http://www.ed.gov/offices/OVAE/AdultEd/WebLinks

Goal: The Computer Center will include tutorials in the form of books, videos and CD-ROMs to use at the machines
> ➢ Books on general internet searching, and on the use of the specialized programs mounted on some machines will be purchased
> ➢ Books will not be circulating, but signs will indicate that circulating copies can be found in the Popular Library's computer section

➢ Videos and CD-ROMs will also be purchased to support the software mounted on the machines.
➢ A DVD player will be included on most workstations in the Computer Center to view instructional media.
➢ Shelving will be included in the Computer Center to house this collection
➢ A budget allocation of $5,000 per year will be directed towards the support of this core collection

Implementation:

Staffing—

➢ The Community Activities Coordinator will be responsible for staffing the Computer Center with volunteers during afternoons, evenings, and Saturdays
➢ The Community Activities Coordinator and Assistant Clerk will rotate the staffing of the Computer Center during morning hours
➢ Volunteers will be recruited from SCORE (Service Corps of Retired Executives), Hancock College, and members of the general public who have an interest in and expertise in computers
➢ The Computer Technician will be responsible for installing software and repairing equipment

Other Considerations—

➢ Printers will be available for black and white prints through a system printer
➢ Placement of computers will allow for optimum visual supervision
➢ An ISDN line will be installed for use of teleconference equipment during a remote "hands on" class
➢ PC management software including virus protection, system recovery software, print management software, and security software such as WinSelect, Cybrarian, or Fortress will be installed on all computers
➢ Session monitoring software such as PC-Cop, Computer Timer, or Cybrarian will be used on all machines to limit the amount of time spent on computers by patrons
➢ Statistical software (normally part of security software) will be installed on all machines to generate usage statistics
➢ At least 2 workstations will be disabled accessible
➢ Headphones may be checked out at circulation desk for use on computers
➢ Internet use rules will be revised and posted at each station along with the library's internet policy

> ➢ Staff will develop cheat sheets on creating email accounts, browser basics, and search engine protocols. These will be posted in the Computer Center
> ➢ **The center will be open to the general public during regular library hours unless a class has been scheduled to use it. There will be email only computers available throughout the library so patrons can access it even when the Computer Center is closed.**

Benefit to K-12 Students:

> ➢ Our survey's top rated service requested by high school students. is for a computer center. It is the second highest rated service indicated by parents of K-6 students
> ➢ Comments made in the surveys by Spanish speaking parents of K-6 students indicate that more computers in the library is desirable
> ➢ 82% of the elementary school district's children are Hispanic, and 78% of the nearby high school's students are Hispanic. 78.86% of the elementary school district's students have families below the poverty level. A computer center will assist these students to acquire and maintain computer skills that their families might not otherwise be able to afford
> ➢ **A Computer Center was selected as a service because patrons of student age are among the highest users of the library's current internet service, and we have been unable to satisfy the ever increasing demand for internet PC's.**

Homework Center

Space will be devoted to a formal Homework Center for use by K-12 students. It will be adjacent to the Computer Center and separated by a sliding glass door or other partition so that space and/or the number of computers can be made flexible for classes taught in either place. The room will be enclosed in glass so as to be visible from staff stations outside the room. Ten to fifteen computers used for word processing, CD-ROM products, educational related software, and internet access for research use will be available along with print resources. Study space will also be provided.

> **GOAL: Textbooks, workbooks, and other support materials will be acquired and maintained.**
> ➢ Staff will work with the elementary school district librarian and the high school Vice Principal in charge of the library to determine recommended texts and sources for purchase
> ➢ Workbooks will be purchased and laminated by the Young Adult Volunteer and Book Club (YAVBC)
> ➢ Staff will purchase other support materials to complement regularly taught units

- ➢ Literature display racks will be purchased to hold materials supplied by the schools which are sent home to parents but which are often lost or misplaced. The library will be an after school source for these materials. Examples are free lunch forms, immunization forms etc.
- ➢ Curriculum booklets in English and Spanish will be available for all grade levels
- ➢ Wall space will be used for a "Great Work" board to showcase papers, reports or projects that were researched and completed in the Homework Center.

GOAL: Classes in computer/PC use and internet searching skills directed towards K-12 students will be offered

- ➢ Young Adult Librarian and Children's staff will coordinate with Community Activities Coordinator to schedule special computer classes during the school year
- ➢ Library staff, volunteers from Hancock, and retired teachers will be some sources for instructors
- ➢ Classes will be promoted through the schools
- ➢ Library teen volunteer group will assist with presentations

GOAL: Homework Center staff will partner with the two school districts to offer homework related websites and products on computers

- ➢ Library staff will meet with the elementary school district librarian and high school library staff to determine district recommended sites and CD-ROM products.
- ➢ Sites will be bookmarked on computers by grade level and by subject for students to use while researching assignments
- ➢ Subscription databases such as the Electric Library, Gale Biography Resource Center, and the Gale magazine indexes will be available on all computers
- ➢ Educational CD-ROMs will be mounted on some computers such as Scribner's Writers, Granger's Poetry, Encarta, etc
- ➢ At least five computers will be dedicated to Microsoft Office products

Implementation:

Staffing—

- ➢ A 40 hour bilingual librarian will be added to the staff. He/she will devote 20 hours to Children's work and 20 hours to Young Adult work.
- ➢ The Young Adult Librarian will be responsible for purchasing materials for the Homework Center
- ➢ Young Adult Librarian and Children's staff will work with Community Activities Coordinator to recruit volunteers to staff the center after school, nights, and Saturdays

> ➢ The Young Adult Volunteer and Book Club" (YAVBC) will assist younger children in the homework center
> ➢ Parents of K-12 students will be recruited to assist younger students, and volunteers from Hancock College, SCORE, Friends of the Library, members of Gen Span (a nonprofit group who volunteer in the schools), the American Association of University Women (AAUW) will be among the sources for tutoring students at scheduled times
> ➢ The Computer Technician will be responsible for installing software and repairing equipment

Other Considerations—

> ➢ The Young Adult Librarian will network with public and private schools on a regular basis to learn about planned assignments. This person will also be the liaison with the schools when there is a question about an assignment a child has brought to the homework center.
> ➢ The YA Librarian under the direction of the Librarian III (head of Children's Services) will be responsible for training all volunteers and tutors, and will develop a handbook to be used with them
> ➢ The Community Activities Coordinator will work with the Librarian II, and YA Librarian to develop a general use policy for the Homework Center
> ➢ The Community Activities Coordinator will promote use of the Homework Center outside of the school districts by contacting various agencies such as the Migrant Center, the Boys & Girls Club, and various Hispanic organizations
> ➢ A biennial Teacher Tea will be held in the Homework Center to share new materials and services offered by the library with teachers and administrators
> ➢ Both Macintosh and Windows operating systems will be available on computers
> ➢ Only specific URL's will be enabled on the computers to prevent computers from being monopolized by general internet users
> ➢ At least 1 computer and one reader table will be disabled accessible
> ➢ At least one-third of the computers will use Spanish browsers and keyboards
> ➢ Statistical, management, and security software will be installed on all computers as configured on Computer Center computers
> ➢ Color prints will be available for computers
> ➢ A scanner will be made available in the center for supervised use
> ➢ **The hours of the Homework Center will be 2:30 P.M. to 9:00 P.M. Mondays through Thursdays, 2:30 P.M. to 6:00 P.M. Fridays, and 10:00 A.M. to 6:00 P.M. Saturdays**

Benefit to K-12 Students:

> ➢ A Homework Center was rated as the highest library service by English and Spanish speaking parents of K-6 students. It was rated the second highest service for high school students
> ➢ The elementary school libraries are not open after school, so children have no place other than home to receive help with their homework
> ➢ Our bilingual staff members and volunteers will facilitate the ability of children to receive help with homework
> ➢ The library will have electronic resources to help children with their homework that parents often don't have
> ➢ The library will have copies of textbooks, workbooks, and other materials that children often leave at school or lose
> ➢ The Homework Center will have computers reserved for students doing homework so they won't have to compete with adults for internet computers and word processors
> ➢ **This particular service was chosen, because it meets the requests of parents and students as stated in the Needs Assessment, and because it fits well with the purposes outlined in our mission statement**

Career Center

This space will be contiguous to the Homework Center and will be a glass enclosed room with a sliding glass door separating the two spaces to allow for flexibility. There will be 10 workstations with word processing, subscription databases and internet access, to assist users in finding jobs and to assist them in researching and applying to colleges. There will be one or two video stations to view films on interviewing and other job related topics. The books on careers, civil service tests, college catalogs, financial aid, resume writing and interviewing will all be housed here. The center is intended to serve Spanish and English speaking patrons who are unemployed and underemployed. Students seeking college information, and people changing careers are other targeted users.

GOAL: Move existing book and video collections concerning career/job information, test taking information, and college information to center
> ➢ Identify and collect all related collections from various parts of the library; including Spanish collection, and move to the Career Center
> ➢ Move career related pamphlets to new area

GOAL: Develop larger collection of job related materials
> ➢ Librarian II will be responsible for collection development in the Career Center
> ➢ $5,000 will be allocated toward the support of the Career Center
> ➢ Librarian II will work with the Workforce Resource Center to purchase recommended titles and other sources

> ➢ Librarian II will identify and post all local college and other career planning events on a bulletin board and will post these on the Career Center website (see below) Links to online job fairs such as the "JobWeb" site http://www.jobweb.com/ will also be made

GOAL: Provide technology stations to access resume and job search websites and to use word processors
> ➢ Designate at least three computers to Microsoft Office programs
> ➢ Designate at least two other computers to Macintosh operating system with a word processing program
> ➢ Designate two computers for disabled access
> ➢ Provide internet accessible workstations with subscription databases such as College Source Online
> ➢ Include some computers with Spanish browsers and keyboards
> ➢ Librarian II will create a web page from the library web page for the Career Center. Links to identified sites for job listings, career, college, resume writing, and practice online exams such as the GED, SAT and Civil Service exams will be included
> ➢ Career Center staff will monitor computers to prevent non career/school oriented internet surfing

GOAL: Develop special event programming relating to college or career planning
> At least once a year:
> ➢ Librarian II will work with Young Adult Librarian and high school counseling department to offer a "speak to a counselor"
> ➢ Librarian II will work with Workforce Resource Center to plan for a "job fair"
> ➢ Librarian II will work with Workforce Resource Center to offer a resume writing and interviewing workshop in the Career Center.
> ➢ Librarian II will work with the Independent Living Resource Center to sponsor a job fair for disabled workers
> ➢ Librarian II will work with the Young Adult Librarian, the Maldonado Youth Center, and the Workforce Resource Center to present a "career day" for teens

Implementation:

Staffing—

> ➢ The Community Activities Coordinator will recruit volunteers to staff the center during busy afternoons, evenings, and Saturdays when the Librarian II is unavailable
> ➢ The Librarian II will train volunteers to use the computer software and video station
> ➢ The Computer Technician will be responsible for installing all necessary software, and repairing computers

Other Considerations—

- ➢ A system printer will be available for black and white prints
- ➢ A scanner will be available for supervised use
- ➢ The Librarian II will develop a Career Center use policy
- ➢ The Librarian II will write a volunteer handbook for the center
- ➢ Statistical, management, and security software will be installed on all computers as configured on Computer Center computers
- ➢ **The hours for the Career Center will match the open library hours**

Benefit to K-12 Students:

- ➢ The third highest rated library service for English speaking parents of K-6 students is a career center. Spanish speaking parents rated it second in importance, while high school students rated it third highest
- ➢ According to the Bureau of Labor Statistics, the unemployment rate for our MSA in March 2002 was 4.8, which is up from 4.5 in 2001 and 4.6 in 2000. The MSA includes Santa Barbara, so the actual figures for Santa Maria would undoubtedly be higher.
- ➢ **This particular service was selected because 88% of children in the Santa Maria-Bonita Elementary School district qualified for the federally subsidized school lunch program in 2001 showing that better paying jobs are needed for Santa Maria families.**

Young Adult Area (Teen Zone)

This area will not be a formal room, but will be an alcove with comfortable seating where teenagers can browse, read, talk, and listen to CD's. There will be magazines, paperbacks, fiction books, and CD's of interest to teens in this area. It will be located near the Homework Center, and there will be a line of sight to the area from the circulation desk and other staff stations.

GOAL: Order high interest books, paperbacks, magazines, and CD's
- ➢ The Young Adult Librarian will network with other librarians in the region who serve teenagers to determine needs and popularity of various materials
- ➢ The Young Adult Librarian will confer with the Young Adult Volunteers and Book Club (YAVBC) members for purchasing ideas
- ➢ The existing young adult fiction collection and magazine subscriptions will be moved from the Children's room to this area before the new library opens
- ➢ Duplicate copies of CD's popular with teens will be purchased for this area; the other copies will be shelved in the regular CD section
- ➢ The Young Adult Librarian will use standard reviewing journals to aid in selection of materials

GOAL: Form a teen advisory board to assist in maintenance of Teen Zone

➢ Use the current YAVBC as a base to form a new group. Recruit also from the local middle school and high school, the Boys and Girls Club, and the Maldonado Youth Center

➢ Ask this group to work with the Maldonado Youth Center's teen advisory board to suggest cooperative programs between the library and the Youth Center

➢ Ask the group for ideas in furnishing the Teen Zone, display of materials, and have them develop rules of conduct for teens using the area

GOAL: Expand the YAVBC to a year round teen volunteer group

➢ Young Adult Librarian will recruit more members from same sources as above. Santa Maria's elementary school district operates a year round education schedule so both on and off track students will be recruited in order to cover hours of library events

➢ Young Adult Librarian will work with the Children's staff, the Community Activities Coordinator, and the Librarian II to develop volunteer activities and duties including assisting with preschool or school age story times, designing and creating bulletin boards, cleaning library books, creating "good reads" lists, tutoring younger children in the Homework Center, helping with computer classes for K-12 students, assisting people in the Computer Center with email and internet, helping to organize "speak to a counselor" day and "career day for teens" in the Career Center, assisting with "job fair for disabled workers"

GOAL: Offer a "career day" program for teens

➢ Young Adult Librarian will work with the Librarian II to sponsor a program aimed at junior and senior high school students

➢ Staff will ask military recruiters as well as some of the same representatives from local businesses and professions who speak at the adult career day. Emphasis will be placed on entry level positions, interviewing tips, and promotability issues

➢ YAVBC will assist in organizing the event, publicizing it in the schools, and helping to set up the Career Center with appropriate signage etc

GOAL: Co-sponsor a "speak to a counselor day" program for teens

➢ Young Adult Librarian will work with the Librarian II to sponsor a meeting with high school and community college counselors, and financial aid officers from local colleges

➢ YAVBC will assist in publicizing this program, and setting up the Career Center for the event

GOAL: Create a mentoring program

➢ The Young Adult Librarian will recruit tutors from high school leadership classes, the Maldonado Youth Center teen advisory board, and YAVBC to tutor elementary age students in reading and math in the Homework Center

➢ Young Adult Librarian will work with the Community Activities Coordinator to schedule specific times and days for this tutoring to take place

➢ Tutors will be trained by Children's Services staff with assistance from teachers in the Santa Maria-Bonita Elementary School District on tutoring techniques to use on elementary school aged children

➢ Program will be evaluated through interviews with the children and their parents at specified intervals during the year

GOAL: Showcase teen art

➢ Young Adult Librarian will help the library sponsor an annual teen art show event, coordinating with the Santa Maria Arts Council to provide judging, and using the YAVBC volunteers to help with publicity in the schools

➢ The viewing and judging will take place in the multipurpose room

➢ Young Adult Librarian will work with the Staff Artist to schedule the gallery to show the work of teen art show winners

Implementation:

Staffing—

➢ The 20 hour bilingual Young Adult Librarian will work with this age group, and may use some of his/her time as a 20 hour Children's Librarian to organize, promote, execute, and evaluate special programs of interest to teens.

➢ There is already a summertime version of the Young Adult Volunteer and Book Club. This groups will be expanded and their services used to help staff teen related activities in the Homework, Computer, and Career Centers.

➢ Networking will be sought with the Maldonado Youth Center staff and teen advisory board, the elementary and high schools in the City, the Arts Council, and other community groups to supply speakers, trainers, and advisors for teen related programming.

➢ The library has a 32 hour Staff Artist who will supply all needed graphics for events

Other Considerations—

➢ Publicity will be written by the Young Adult Librarian with help from the YAVBC, and will be distributed by the latter to their home schools

> ➤ Teacher contacts made by the Children's staff and Young Adult Librarian will be used to promote programs and advise on volunteer recruitment methods for participation in the library teen advisory board and the YAVBC
> ➤ Attempts will be made to encourage bilingual parents of teenagers to participate in programming activities
> ➤ **The Young Adult area will be open during all the hours the library is open to the public**

Benefit to K-12 Students:

> ➤ There is a book collection for teens located at the back of the children's room, but many teens refuse to cross through the children's room to reach them. The Young Adult Volunteer and Book Club does attract some teens during the summer months, but there has not as yet been any continuous participation opportunities for them.
> ➤ The "Teen Zone" area will give this age group an opportunity to interact with each other, rather than being discouraged from doing so (as they are now in the adult areas).
> ➤ The library does not now offer any specific programming to teenagers. The addition of a bilingual Young Adult Librarian will allow us to offer programming of interest and practical usefulness to high school age students.
> ➤ **This particular service was selected to serve teenagers, because lack of space in the current library now prevents us from targeting services to them. That the survey of high school students showed a preference for programming directed towards teens is not surprising, the African-American group, the general public group, and the Homeless Coalition group also thought teen programming was the most important type to offer. The teen years are when libraries lose many of their leisure reading patrons, and it is hoped that an attractive area for that age group will help narrow the gap.**

Children's Theatre

A separate space will be adjacent to the children's room with a closet to house various types of seating, puppets a puppet stage, audio visual equipment, and other equipment needed for children's programs. Orientations for class visits, puppet shows, story times, and special programs would occur here

GOAL: Recruit parent volunteers
> ➤ Working with the Community Activities Coordinator and 20 hour Children's Librarian, both English speaking and Spanish speaking parents will be recruited to assist with programming; especially with "lapsit" and preschool story telling sessions

- ➢ Children's staff will develop a bilingual volunteer handbook and training manual
- ➢ Children's staff will conduct training sessions and orientations for all new parent volunteers

GOAL: Accommodate more than one class at a time in the theatre
- ➢ Classes can share buses, which will help save money for the schools, and allow more classes to visit the library than can now.
- ➢ Classes will be rotated so that one class will be taken into the Computer Center for basic lessons on using the library catalog while another class will hear a story in the theatre. A third class will be given a tour of the Homework Center

GOAL: Plan programming in the theatre
- ➢ Children's staff will work with Santa Maria High School to recruit drama students who will perform puppet shows in English and Spanish
- ➢ A "Readers' Theatre" will be started using Santa Maria High School students and/or elementary school students to coordinate "readings"
- ➢ High school students will participate in story telling classes
- ➢ "Lapsit", preschool, and school age story times in English and Spanish will be scheduled
- ➢ Book club discussions and meetings will be held in the theatre
- ➢ Special events with professional performers such as magicians, musical groups, author visits, and story tellers will continue to be sponsored and paid for by the Friends of the Library

Implementation:

Staffing—

- ➢ 2.5 FTE Children's Librarians and a 40 hour Library Technician will staff the children's room, and develop theatre programming
- ➢ Extensive use of parent and student volunteers will assist staff in meeting program goals
- ➢ Coordination with the Community Activities Coordinator and Librarian II for use of the Computer Center and Homework Center will enable staff to schedule classes in those rooms

Other Considerations—

- ➢ Publicity for events will be paid by the Friends of the Library and will be created by the library's Staff Artist whose office will be located adjacent to the children's room
- ➢ The theatre is planned to be a flat space to insure the most flexibility
- ➢ **Hours of programs will be dependent upon the age targeted, but can occur any hour the library is open to the public**

Benefits to K-12 Students:

> ➢ Story times and special library programs have always been a high priority at this library, and is expressed in our Mission Statement
> ➢ Attendance at children's programs has historically been high
> ➢ Many Spanish speaking parents do not read to their children in either language, and the surveys showed that they wanted to be involved in children's room activities. Both parents and their children can thus benefit
> ➢ Involving high school drama students in puppet shows and story telling give them practical and rewarding experience to support their in class studies
> ➢ Comments made by Spanish speaking parents of K-6 students in the library survey indicated a desire for programs including "Interviews/Meetings" with Spanish authors and preschool story telling programs. Other community responses asked for more reading activities for children
> ➢ This particular service was chosen, because children's programs are now held in our "community room", which is at the opposite end of the library from the children's room, thus making class visit orientations difficult. The room is mostly booked by the children's staff so other community programs are rare. We desperately need a separate space for children's staff to offer their very specialized and popular programming

Staffing Plan for New Library:

Current Staff:
>> 12.5 full time positions
>> 28 part time positions including:
>>> 6 permanent part-time
>>> 22 limited service

Staffing for New Library = 50% increase:

>> 18.5 full time including additional:
>>> 40 hours **Community Activities Coordinator** (oversees scheduling of classrooms, study rooms; recruits volunteers to staff homework center, computer center, arranges for special programming in those areas)
>>> **Library Assistant level**

>>> 40 hours **Librarian II** (supervises Circulation Library Assistant II, Community Activities Coordinator, Computer Technician; assists in Popular Library/AV, Career Center)

>>> 40 hours **Computer Technician**

>>> 40 hours **Reference Librarian**

>>> 40 hours **Bilingual Children's Librarian/Young Adult Librarian** (works ½ time in Children's, ½ time in YA)
>>> **Librarian I level**

>>> 40 hours **Children's Librarian**
>>> **Librarian I level**

>> 9 Permanent part-time including additional:
>>> 32 hour Circulation clerk
>>> 32 hour AV desk/processing clerk
>>> 32 hour Adult book processing clerk

>> 33 Limited Service including additional:
>>> 3 (19hr) pages in Reference Services
>>> 3 (19hr) pages in Popular Library
>>> 2 (19hr) pages in Children's Room
>>> 3 (19hr) Assistant Clerks in Circulation

TOTAL INCREASE = 6 Full Time, 3 Permanent Part Time, 11 Limited Service

Jurisdiction-Wide Service

The Santa Maria Public Library is a one library town. Although its "service area" or jurisdiction encompasses parts of the un-incorporated Santa Barbara County, in actuality the Main library directs its services towards the residents of the City of Santa Maria. Our 114,000 jurisdiction population is the result of an annually renewed contract between the City of Santa Maria and the County of Santa Barbara in which the City agrees to administer three County branches in the County's "Zone 3". In addition to the funds appropriated to run these branches, the County agrees to pay a per capita amount to the City as an offset to the impact of County residents using the City facility and services. Because the amount allocated to the County branches has been historically small, (only $5.25 per County resident in 2001-2002) City library usage by those residents, especially in Orcutt, is high. Although no matching funds would emanate from outside the City, County residents would still be allowed to access whatever computer databases the Main Library offered to home users, and they could borrow materials on interlibrary loan as they do now. They could also use whatever services the Main library provided directly in the library. Therefore, the City library's plan of service would also be of great benefit to the rest of the jurisdiction.

Service to the entire jurisdiction would actually decrease if the new Main library is not built, since County residents depend on the Main library's collection to augment their small branch collections, and the Main library would have insufficient space to increase its collection. Branches also can offer very limited technology as one is housed in a shopping center store front building, another in a converted classroom trailer, and the third in another partially remodeled store within a shopping center. There is direct bus service from two of the three branches to the Santa Maria civic center, but County residents could not take advantage of the greatly expanded internet access, and career related databases and software if the new Main library is not constructed.

TECHNOLOGY PLAN OF SERVICE
EXECUTIVE SUMMARY

The Plan of Service includes an expanded technology component for three main reasons:

One reason is that our library has never been able to supply the demand for word processors and the internet because of our limited electrical capacity, because of limited space, and because of the difficulty of creating new conduit through concrete walls. There are only nine internet machines in the Reference Department, and three in the Children's Department. Students must compete with adults for time on the computers and the lines are often long. Two of the internet PC's also have word processing software, but these can seldom be used for that purpose because the internet computers have a one-half hour time limit. The other two dedicated word processors are always busy. The only other word processor is an early version of Microsoft Works which runs on an old Packard Bell PC donated to us by a bank. More and more teachers are assigning their students to use a word processor to write homework assignments regardless of whether the children have access to a computer or not. The library is therefore becoming a major source for student word processor use.

The second reason is that our Needs Assessment shows a clear desire from parents of elementary school children and from high school students themselves to have greater access to computers and the internet. The high school students surveyed rated a computer center the highest service desired, while parents of elementary school students rated a homework center with computers, tutors, and materials the most important service. Many written comments from the Spanish speaking parents indicated that more computers were needed at the library.

 The third reason is that Hispanic residents in our community represent 59.7% of the total population of the City. Fifty-three percent of the elementary school children and 41% of the high school students are identified as "limited English proficient". Almost 79% of elementary school children's families are considered to be below the poverty level. A report from the Public Policy Institute of California in <u>California Counts: Population Trends and Profiles</u> entitled, "At Home and in School: Racial and Ethnic Gaps in Educational Preparedness" by Jennifer Y. Cheng (volume 3 Number 2 November 2001) was referenced in the Needs Assessment to highlight research showing that one, "indicator of resources that provide educational opportunity" is the availability of a home computer. Cheng asserts that aside from improving math and computer skills, "computers in the home can serve as an educational resource for children writing research reports, doing math drills, or practicing Scholastic Assessment Test (SAT) skills." (p. 8) Citing a Current Population Reports from 1997, Cheng notes that 76% of Hispanic children do not have a computer at home, and among those that do, one-third do not use them. These statistics are not available for Santa Maria households, but with the number of Hispanics in the City's population, and the number of those living in poverty, it can be surmised that relatively few Hispanic children own or use computers at home. As the elementary school district libraries are not open after school, the library therefore,

serves as an important agent for assisting these students with computer access and the corresponding educational achievement computers can help bring.

The Plan of Service addresses the issue of too few computers for the public by increasing the total number of publicly accessible technology stations from 27 to 112. The number of internet enabled computers available throughout the library will increase from 12 to 67, and the number of dedicated word processing stations will grow from 3 to 9.

Classes on basic computer and internet use with lab exercises held in the Computer Center, a Homework Center with computers, and general internet accessible computers available in the Computer Center will all help meet Needs Assessment findings that a Homework Center and more computers in general are needed in the library. Other technology provisions in the Plan of Service include connections for personal laptops in study rooms and other spaces in the library, and for an ISDN line located in the Computer Center to allow teleconference equipment to be used with classes. Subscription databases are used ever more frequently in lieu of hard copy indexes and magazine/newspaper subscriptions. This trend is likely to continue in the future, so a larger part of the materials budget will be shifted to these electronic resources in the new library's Reference Department, Homework Center, Career Center, and Computer Center. The Plan of Service calls for CD-ROM purchases to continue in the future as the library is able to add more PC's for students using the Homework Center, and Career Center.

The needs of Spanish speaking students will be met in part by the addition of more computers, and by designating several in each computer area with browsers and keyboards in Spanish. We expect to have our consortium's library catalog translated into Spanish in the near future, which will also assist Spanish speaking patrons, including students, until they are comfortable with the English language.

Implementation of technology services will be accomplished with help from our consortium's Automated Technical Services department, by the services of the technology consultant hired by the consortium, by the City's Information Services Department, and by the new Computer Technician position we plan to add. The Plan of Service also includes a temperature controlled space to house the telecommunications equipment, a storage room to hold equipment waiting for repair, and a workroom with supplies in which to repair electronic equipment. The Plan seeks to design a building with as much built in flexibility as possible so new technologies can more easily be accommodated in the future.

TECHNOLOGY PLAN OF SERVICE

Technology is a fully integrated component of the Library Plan of Service. Needs Assessment results have driven the technology elements. For example, a need for classes in basic computer instruction, library usage and internet searching among other topics became very apparent in the surveys and focus groups. The Plan of Service addresses the need for classes by including specific space to offer these and other classes taught both by library staff and by staff from other community agencies. This type of instruction will undoubtedly include "hands on" training, which can only occur by adding more internet enabled computers. The Needs Assessment also indicates a desire for more computers in general and more internet machines for recreational purposes in particular. As parents of K-6 students and high school students were among those requesting both computer related classes and more computers in general, the Plan of Service directly benefits K-12 students. The need to have more computers with a Spanish language interface was an often expressed one by Spanish speaking adults and students. An effort will therefore be made to designate several computers for every function with Spanish language browsers and Spanish language software.

The Needs Assessment also identified a need for career and homework areas where students could prepare assignments and resumes on word processors. Spanish speaking parents of K-6 students rated these services as the most needed on the surveys. High School students rated these and a computer center as the highest needed services. We have been unable to increase the number of CD-ROMs, word processing stations, and subscription databases that we offer for homework and job related activities in the existing library, because lack of space and insufficient electrical capacity have prevented us from adding more computers. The Plan of Service addresses these shortcomings. Both residents in the City and those in the outlying areas of the County will have access from home to valuable new databases for which we have remote user licenses.

As seen below, the library currently offers 27 PC's for various public access technology uses. The Plan of Service proposes to include 125 PC's for public access technology.

USE	EXISTING LIBRARY			PLANNED FOR NEW LIBRARY		
	Juvi	Adult	Pop	Juvi	Adult	Pop
Internet	3	9	0	7	48	12
CD-ROM	1	3	0	3	10	0
*Word Processing	0	3	0	(7)	9	0
Laptop Connections	0	0	0	Various spaces throughout		
OPAC	1	4	3	7	17	12
**Subscription Databases	(1)	(3)	0	(7)	(16)	0
Total Number of PC's	**5**	**19**	**3**	**17**	**84**	**24**

*Word processing would also be available on children's internet computers.
**Subscription databases are and would be available on some PCs also running the OPAC. They also would be available on the internet computers in the Homework Center

Aside from including over four times as many technology workstations as we have now, the Plan of Service includes a provision for video conference equipment connections in the multi-purpose room, the Computer Center and in the classrooms. The equipment itself is already available for special programming and training sponsored by the Gold Coast Library Network through a grant from the Library of California. The new library would have its own equipment and it would be wired to allow portability of the equipment for use in various areas of the library. For example, it could be used to present special programs of interest to the community in the multi-purpose room, and to facilitate meetings of community and City groups. The school district might make use of the equipment in the two instructional rooms by linking to videoconferences sponsored by the Santa Barbara County Education Office. Likewise, other community agencies using the library for their program needs could link with other sites offering video conferences. For example, Spanish speaking parents of K-6 students indicated a strong preference for parenting classes and for classes teaching them fundamentals of math and other elementary school topics so they could help their children with homework. Programs given on these topics might be available through a video conference.

The library often receives requests by patrons wanting to use their own laptops to do research, but the paucity of outlets in the existing building has made this need difficult to meet. The new library will include power and internet connections for laptops throughout the building so patrons can use their own laptops wherever they are sitting.

The Needs Assessment showed a strong preference for the library to include disabled accessible features. We plan to include ADA adaptive technology in the new library as noted by our disabled focus group participants. We will, of course, have adaptive workstations for the internet and other computers available.

The library uses the Innovative Interfaces Inc. automation system to which our consortium recently migrated in June of 2001. We are still adding and testing modules, and are in the process of translating the catalog into Spanish; a service which will be of great benefit to our Spanish speaking community. The yet to be activated interlibrary loan module will allow patrons to request materials not available from either the Black Gold libraries or from our Library of California region libraries (Gold Coast Library Network). Both users inside the library and those with internet connections outside the library will have access to this feature.

Another technology service planned, which will be of benefit to the community as a whole is a Geographic Information System (GIS) being designed and implemented by the City. While this service will not be directly available to the public, the reference desk will have a workstation where detailed graphical information about the City can be downloaded to answer patron questions.

Implementation: The Santa Maria Public Library is a member of the Black Gold Cooperative Library System whose members share an automated circulation system and catalog. The Automated Technical Services division of the consortium provides planning and consultative services for the members. Black Gold has already contracted with a

professional telecommunications consultant to advise the consortium on large projects such as ours. The architect and building consultant are including technology efficiencies in the building. For example, we plan to install power receptacles every place we can. While we already know that the conduit for computer cabling will be channeled in the floor, and while we already have servers and router switches to handle our existing technology, we realize that we will need substantially more equipment and advice on how best to design the system for the new library.   We plan to use Black Gold's telecommunications consultant along with staff from Automated Technical Services during the actual design and construction of the building. The Plan of Service calls for the addition of a full time Computer Technician to support this major expansion of technology. We are including a space for the Computer Technician's Office, a storage room for equipment waiting for repair, and a workroom with supplies needed to repair computers. We are also designing a secure, temperature controlled room to house our telecommunications equipment. All these spaces will be in close proximity to each other to allow for efficient administration of the system. City staff from our Information Services Department will assist in implementation of the technology in addition to helping us maintain it.   The library already sends a representative to the City's "Technology Committee" where city-wide plans are devised and implemented.

 The main objective of our technology planning is to design the building to be as flexible as possible in order to accommodate whatever new technological innovations arise, and to design and build in sufficient electrical capacity to handle more and varied technology.